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TWS FOR LYNC

Installation/Configuration

December 2015 – version 1

Content

.....	1
Presentation.....	3
Prerequisites.....	3
Compatible Systems	3
TWS.....	3
Necessary applications.....	3
Installation.....	4
Configuration.....	5
Configuration de la connexion à TWS	5
Aperture settings.....	6
Settings.....	6
States connections	7
Display in the notification area.....	8
Uses.....	8
TWS Infocard	8
TWS Alerter	10

PRESENTATION

TWS for Lync adds functionality in Microsoft Lync:

- MakeCall
- TWS Alerter
- Multi-Directory Search.

PREREQUISITES

Compatible Systems

- Windows 8
- Windows 7

TWS

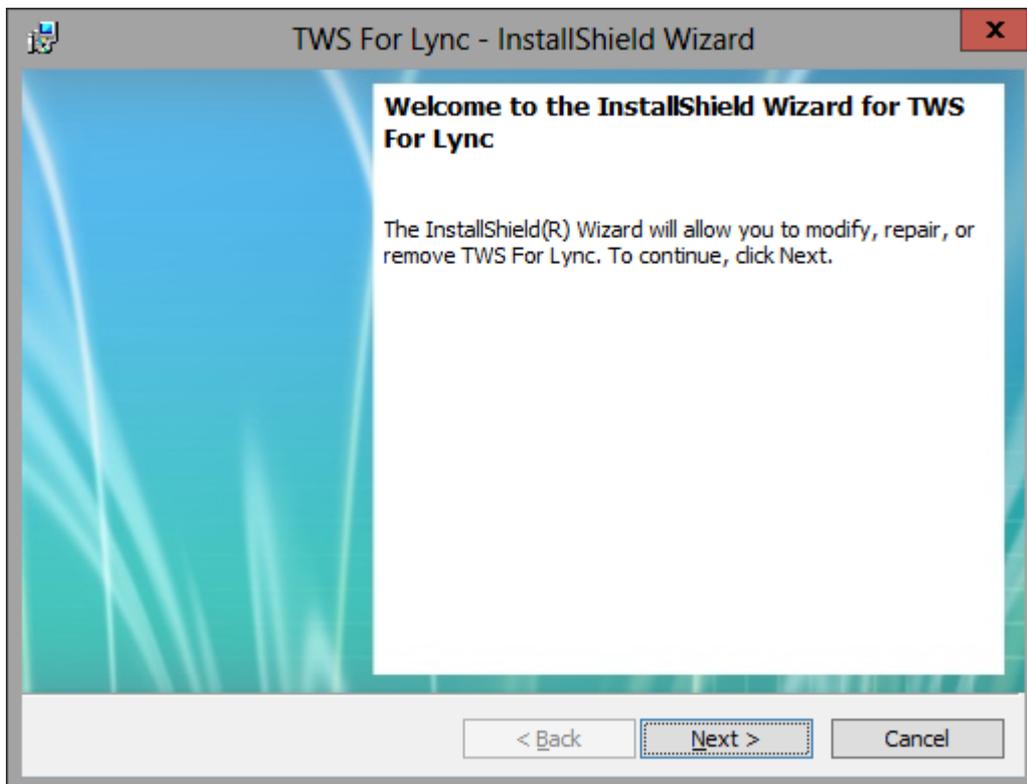
- TWS Server 4.2 ou supérieur
- Licences TWS RCC Gateway

Necessary applications

- Microsoft .Net Framework 4.0 Full package or higher
- Microsoft Lync 2013 or higher

INSTALLATION

- Run the installer "TWS for Lync.exe".



- Click "Next" to start installation.
- Once installed, an icon will be added to the Windows desktop.

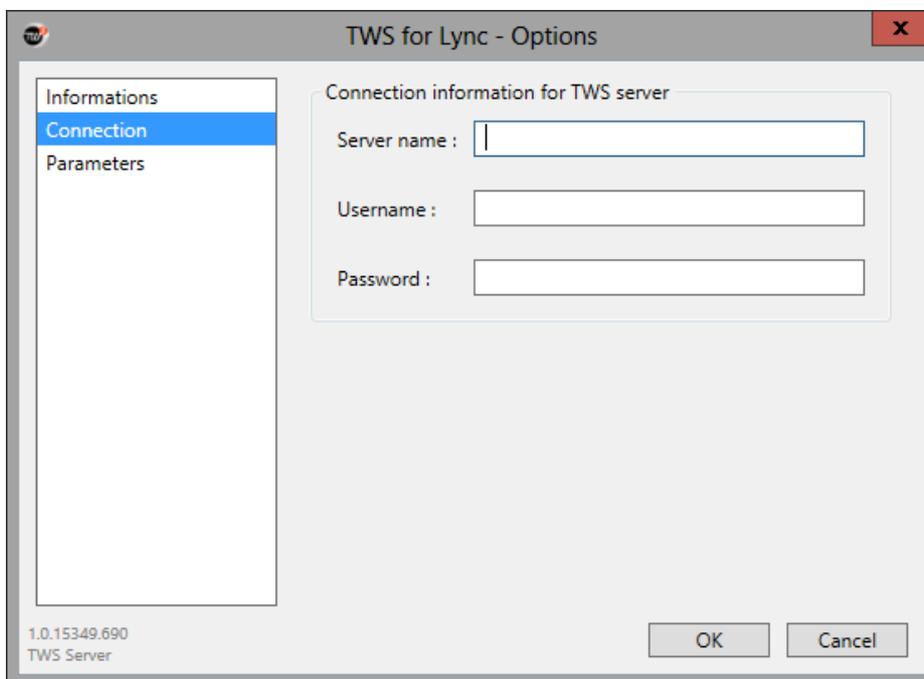


CONFIGURATION

Start the application "TWS for Lync"

Configuration de la connexion à TWS

When you first start the application, the options window will open the Connection menu.



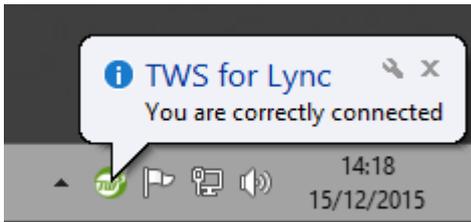
You must enter TWS login information.

- "Server Name": enter the name of the TWS server.
- "Username": enter the user name of your TWS.
- "Password": Enter the password of your TWS user

If your TWS TWS user connects using Windows authentication, you do not need to fill the fields "Username" and "Password"

Click "OK" to confirm the configuration.

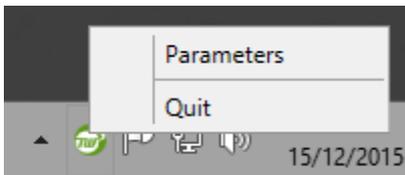
If the login information is correct, TWS for Lync will display a green icon in the notification area.



If the login information is not correct, an error message will appear.

Aperture settings

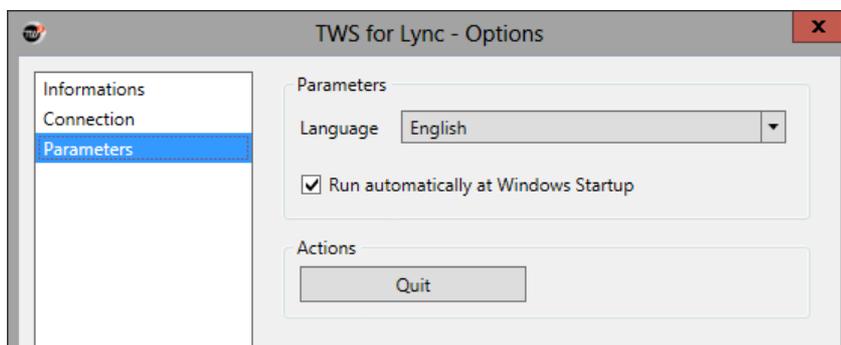
When connected to open the options window or double-click the TWS icon in the notification area, or right-click the TWS icon and select the "Settings" menu



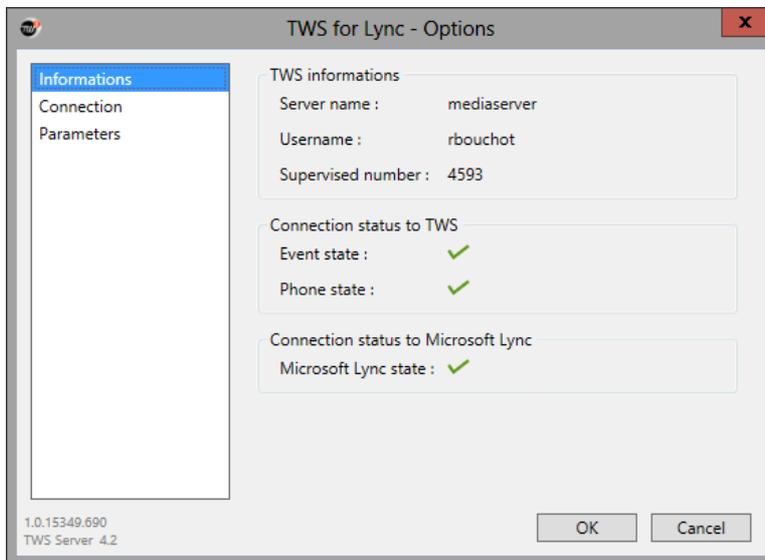
Settings

You can set such things as:

- Change the application language (default system language is used)
- Start the application automatically when Windows starts.

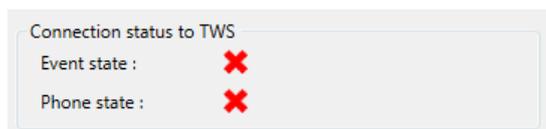


States connections



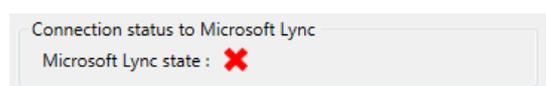
The "Informations" menu shows the states of connections to different servers.

- The area "Information TWS" indicates whether the user is correctly connected to TWS server. If "Server Name", "Username" and "supervised number" are well informed, then the user TWS for Lync is saved in TWS. If information is missing or there is an error message, check your connection information.
- The area "State TWS connection" indicates whether TWS for Lync is connected to the event service and telephone service TWS.



If red crosses appear, then there is a connection problem. Check your login information. If the problem persists contact your administrator.

- The area "Microsoft Lync Connection Status" indicates whether Lync is started and connected.



If Lync is not started when a red cross appears.

Display in the notification area

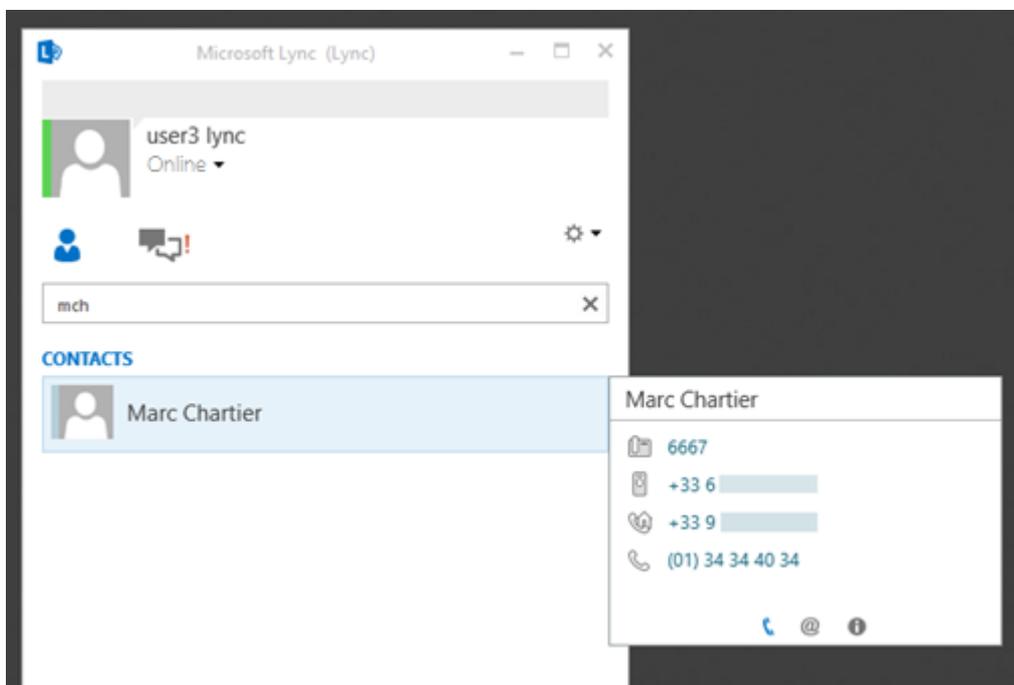
Depending on the connection states to TWS Server and Lync application, the color of the icon in the notification area changes:

-  : TWS for Lync is configured and connected properly.
-  : TWS for Lync is configured correctly but Microsoft Lync is not started.
-  : TWS for Lync is not configured correctly.

USES

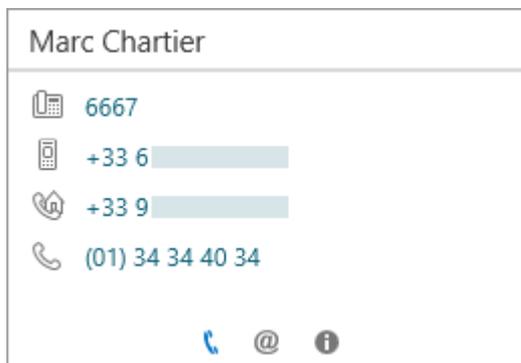
TWS Infocard

Infocard TWS is a fact sheet that opens the overflight of a displayed contact in Microsoft Lync.

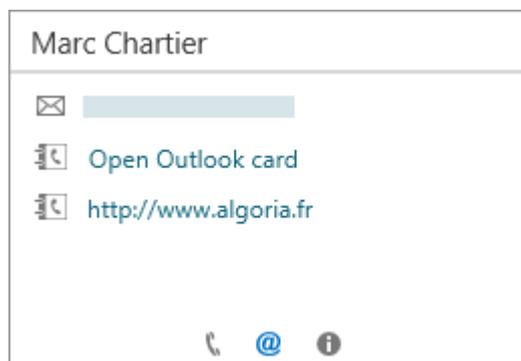


TWS Inforcard consists of 3 pages:

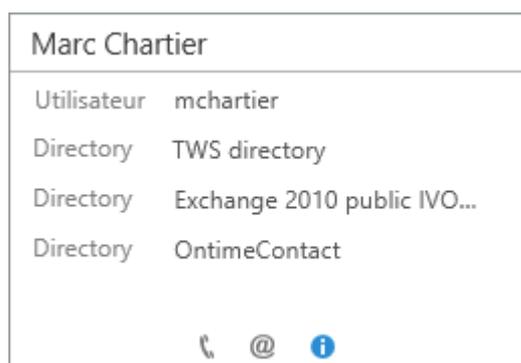
- The first page shows all of the contact phone numbers. You can click on the numbers to call the party.



- The second page shows the email addresses of the contact and it's different links to web pages.

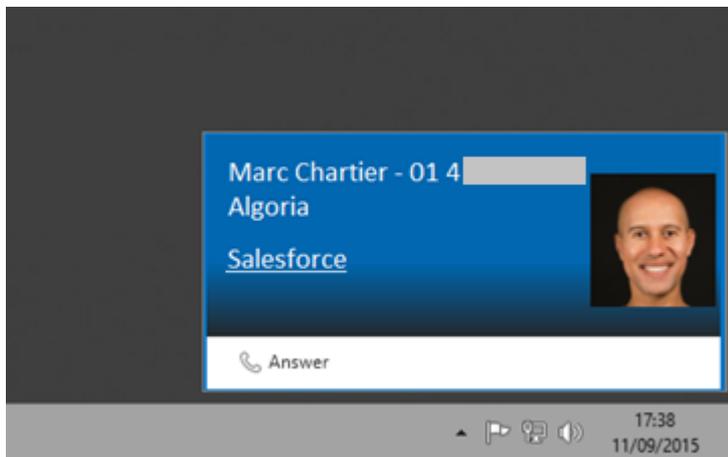


- The third page shows various contact information (addresses, directories, user names, ...)



TWS Alerter

During an incoming call, a call presentation Pop-up appears in the bottom right of the screen. It allows to do some action such as opening a Web page, run an application or pick up the call.



TWS Alerter is customizable. You can add, edit, or move the items. See documentation TWS Alerter